

Claremont Clinic PPG
MINUTES & AGENDA

Date: Monday 17th of August 2026

Time: 15:30-5pm

Location: Claremont Clinic

Chair/ CO- Chair: Dr Joyce

Minute taker and Support: Chanel (Social Prescriber)

Attendees:

Present	
Staff Chanel Radford (CR) Dr Joyce (DCJ)	Patients JB, ML, TL, CK AK, BS, LC, DN, SS
Apologies:	HA, GM, JS

	Agenda Items:	Action:
1	Introduction Daxa joined as a new member to the group	
2	Approved minutes Minutes approved my members	Add to the website and resend via email

3	Practice updates Total Trigae report shared via email The GP Practice Survey 2026 was discussed, highlighting areas where improvements have been made as well as areas requiring further development. LC asked how many patients were invited to complete the survey and how many responses were received. LC advised that she completed the survey via the practice website while booking an appointment. It was noted that the report does not provide information on the total number of patients who were invited to participate or the number of responses received. It was also unclear how the report had been shared, as no one other than LC had seen the survey. Concerns were raised that the survey data may not be representative of the surgery's overall patient demographic. LC suggested that the PPG could support patients in completing the next survey to encourage greater participation. AK highlighted that language barriers may prevent some patients from completing the survey and suggested this should be considered when planning future surveys. CR is leaving at the end of September to start a Trainee mental health course. This will be her last PPG and the	Questions for Management How was the GP Practice Survey 2026 distributed and made available to patients? How many patients were invited to complete the survey, and how many responses were received? When will the data/results from the next survey be available? CR to introduce new SPs once employed

new recruited social prescribers will take over to support the PPG. Discussion about Joy Marketplace and the Well Newham Directory. LC asked if this can be added to the screens in the waiting room. JR has left her role as assistant practice manager. The practice is looking for a replacement. 5 new GP trainees joined the practice on the 5th August for 6 months. 2 new salaried GPs joined us – Dr Velho (M) and Dr Yogan (F) replaced Dr Khanum and Khatun AK asked whether trainee GPs are able to prescribe and raised a query regarding Physician Associates (PAs), who require a doctor to sign off prescriptions. Dr CJ confirmed that trainee GPs are able to prescribe and explained that they are experienced clinicians. It was also noted that the practice currently has one PA alongside a larger number of other clinical staff, which provides a good balance within the practice. LC suggested having a staff board displaying photographs and names of all practice staff to help patients identify the team. LC offered to support the practice with arranging this. The practice is likely to receive a CQC visit in the near future, as CQC is currently carrying out visits within the local area. The practice may only receive approximately one week's notice to prepare for the visit. It was noted that PPG members may be invited to attend or speak with the CQC as part of the inspection. The PPG members confirmed that they are happy to support the practice if requested. TL confirmed her consent for her contact details to be shared with the CQC if required.	CR to share the link of both CR to ask management CR to ask management
---	--

4	Sign PPG Terms of reference (16:00) TL would like to sign the TOR once she has taken part in the discussion. The group agreed to review the TOR at the next meeting and continue to review it yearly. If new members wish to join, they will have to sign or waiting until this is reviewed.	
5	AOB/ Close Proposed date: Monday 16th of November	All agreed to the proposed date
	Date: Monday 16th of November 2026 Time: 15:30 -17:00pm Location: Claremont Clinic Chair/ CO- Chair: John /Abdul Minute taker: (Social Prescriber)	Agenda: • Introduction • Approved minutes • Practice updates • Yearly review of Terms of Reference • AOB/Close